

LOUISIANA TECHNOLOGY INNOVATIONS FUND - PROGRESS REPORT

August 27, 2003

I DEPARTMENT/AGENCY

Division of Administration/Office of Electronic Services

II PROJECT TITLE

Louisiana e-Government Portal
LTIF Log No.: 02-011

III PROJECT LEADER

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IV DESCRIPTION OF THE PROJECT

This project will establish an enterprise level State e-Government Portal focused on ensuring that Louisiana can meet the increasing demands of its constituents for immediate, comprehensive access to state government. The twenty-four month project includes:

- A hardware/software infrastructure to host the State Portal and extensible to agency web sites in a platform consistent with the enterprise security architecture standard being established by the Office of Information Technology (OIT).
- An operational e-Government Portal.
- A content management system allowing agencies to better manage their information assets.
- A Citizen relationship management system ensuring that needs and concerns of users of the state portal are addressed accurately, timely, and consistently.
- An Enterprise Search capability that can be utilized by all state agencies.
- Integration of eServices using eCommerce capabilities of the software infrastructure
- Four agency web sites demonstrating the applicability and effectiveness of the portal platform as a statewide resource.

V PROJECT STATUS

A. Brief Summary

Originally, the portal project was planned to be 85% complete at this time. It is only 65% complete because development of the new portal was delayed awaiting determination of the product standard software infrastructure to be used for the project (APS) and award of the CSSA Web Development contracts. The original project plan was based on both of these procurements being completed in the early Fall 2002 thereby permitting portal implementation by January 1, 2003. The APS was awarded to IBM in May, 2003 and IEM was selected as the Portal development contractor using the CSSA in June 2003. Since those awards were completed, the progress on the Portal project has progressed at a rapid pace and the scheduled launch date is now set for September 29, 2003. The launch will occur approximately 100 days after the IEM began Portal development.

In order to minimize the impact of these procurement delays, OES moved forward on all Portal activities that are were not dependent on the APS product standard and the CSSA procurement process. The following status summarizes those activities that have been completed:

1. The Content Management system was established as a product standard in June, 2002 and subsequently implemented in September 2003. This element of the portal project is fully available at this time and is supporting the Portal development.
2. The Citizen Relationship Management software, Ask Louise, was launched operationally in July 2003. This element of the portal project is fully operational.
3. The Enterprise Search capability has been established as a line of service based on the Verity Infoseek search engine. Enterprise search has been tuned to support the increased demand of the Portal and is fully available at this time. Several agencies are currently utilizing the Search line of service.
4. A design firm worked with OES personnel to establish the portal graphic design and the initial Portal styleguide. These have been available since March 2003 and were utilized in the competitive selection of the Portal developer under the CSSA. This level of design greatly facilitated fastracking the portal implementation.
5. This Portal developer selection was handled under the Web area of the CSSA. Six of the ten CSSA Web Tier 1 qualifiers competed for the Portal initiative. This activity was initiated in March 2003 immediately after the Tier 1 CSSA contracts for the Web area were in place. IEM was selected in May 2003 and began work in June 2003.
6. An Invitation to Bid (ITB) process was used through the Office of State Purchasing to set the state standard for Application Platform Suite (APS). Because this is the software baseline required for the Portal, the final portal design and implementation was dependent on selection of this standard. Using the ITB, the IBM Websphere product family was selected in May 2003 as the state standard for APS and the appropriate components of that product line for the Portal were acquired when the contract became effective in June 2003.
7. A Memorandum of Understanding was executed with Louisiana Technology Park to provide the hardware hosting required for the portal. This hardware is in place and available to support the development activities of the Web Developer to be selected through the CSSA process.
8. The IBM Websphere software necessary to host the development, test and production environments for the Portal has been acquired. The Portal developer, IEM, has installed the Websphere software components on the servers at Technology Park and on the OES development desktops at Division of Administration.

9. OES is working with Louisiana Department of Economic Development and the Governor's Office to incorporate the Choose Louisiana initiative as a key theme for the Louisian.Gov Portal.

10. State personnel and IEM are working on integration of eCommerce into the Portal environment. A comprehensive Payment Gateway Portal component has been acquired and may be utilized as a portal web service by any state agency to collect funds or make payments using a variety of electronic payment methods supported by the State Treasurer.

11. IEM has completed the detail design of the State Portal. This includes the content identification, layout, and graphic design for each of the web pages and application presentations that will be available through the Portal. In addition, the development team had started implementation of web pages and web applications required to implement the design. Launch of the Portal is scheduled for September 29, 2003.

B. Problems Encountered/Action Taken or Planned

- No technical problems have been encountered
- Schedule delays have been introduced because this project is dependent upon two external activities:
 - The first dependency is the CSSA contract initiative being conducted by OIT. This is the contract vehicle used to secure the portal development contractor for this project. The original plan was to have this contract in place by end of June 2002. The Tier 1 Contracts were in place in March 2003 allowing selection of IEM under the CSSA Tier 2 process in May 2003. To offset this delay, OES has moved ahead on Content Management, Citizen Relationship Management, enterprise search, and web site design. This removes any development dependencies and will allow the development for the initial launch to be performed in the shortest possible timeframe once the CSSA development contract is in place.
 - The second dependency is selection of the Application Platform Suite (APS) that will host the new portal. The OIT product standardization process was used to establish the standard vendor product for APS and the portal project is required to implement using the APS standard. Because the original project plan was not based on this standardization activity the original schedule for activation of the hosting facility was June 2002. Synchronizing this project with the APS standardization process moved the software order date to June 2003. This revision, when coupled with the Portal development contractor selection timeline, moved hosting environment activation to July 2003. Activation is being handled in two phases, development set-up and production set-up. Development set-up has been accomplished and production set-up will be completed by end of August 2003.

C. Major Milestones

Development Contractor On Board

Original -	June 2002
Actual -	June 2003

Hosting Environment (with APS)

Original -	June 2002
Actual -	August 2003

Content Management In Place

Original -	September 2002
Actual -	August 2002

Citizen Relationship Management In Place

Original - September 2002
Actual - July 2002

Enterprise Search Selected & Activated
Original - September 2002
Actual - July 2002

VI COST VS. BUDGET

	<u>Category</u>	<u>Budgeted</u>	<u>Actual</u>	<u>Projected Surplus</u>
A.	Equipment	\$137,000	\$ 27,364	0
B.	Software	\$464,390	\$241,103	0
C.	Telecommunications	0		
D.	Professional/Contract Services	\$366,00	\$348,490	0
E.	Other Costs	\$ 31,200	\$ 11,815	0
	Total Project Cost	\$998,590	\$628,772	0

VII ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD

A.	Vendor - Product Description - Order Number- Amount -	RightNow Technologies eService Center one year software subscription 3309511 \$23,000
B.	Vendor - Product Description - Order Number- Amount -	RightNow Technologies eService Center second year software subscription 3584507 \$24,000
C.	Vendor Product Description - Order Number- Amount -	Steiner Designer Web site graphic design and style guide development CFMS 592523 \$8,500
D.	Vendor Product Description - Order Number- Amount -	Interwoven Content Management Project Training Check # 2416485 \$2,500
E.	Vendor Product Description - Order Number- Amount -	Interwoven Content Management Installation Services 3584108 \$10,800

F.	Vendor Product Description - Order Number- Amount -	Interwoven Content Management Software Licenses 3540712 \$8,703
G.	Vendor Product Description - Order Number- Amount -	IEM Portal Development Contract 599080 \$303,940
H.	Vendor Product Description - Order Number- Amount -	IBM Websphere APS Software Set Portal Licenses 3589410 \$127,462
I.	Vendor Product Description - Order Number- Amount -	IBM Websphere APS Software EdgeServer Licenses 3611517 \$3,750
J.	Vendor Product Description - Order Number- Amount -	Dell Portal Development Desktop Hardware 3584497 \$6,913
K.	Vendor Product Description - Order Number- Amount -	Momentum Websphere Training Invoice 131443 \$9,315
L.	Vendor Product Description - Order Number- Amount -	Dell Portal Development Desktop Hardware upgrade 3606161 \$721
K.	Vendor Product Description - Order Number- Amount -	Dell Payment Payment Gateway Server Rack 3605414 \$4,250
M.	Vendor Product Description - Order Number- Amount -	Dell Payment Payment Gateway Storage Hardware 3605450 \$4,951
N.	Vendor Product Description - Order Number- Amount -	Dell Payment Payment Gateway Servers 3606161 \$11,250
O.	Vendor Product Description - Order Number- Amount -	Innovate Payment Gateway Software Licenses and Maintenance 3607462 \$48,875

P.	Vendor	Innovate
	Product Description -	Payment Gateway Installation Services
	Order Number-	3607492
	Amount -	\$11,750
Q.	Vendor	Verity
	Product Description -	Search Software Support Services
	Order Number-	3562252
	Amount -	\$13,500
R.	Vendor	Software House
	Product Description -	MS SQL Server Software License
	Order Number-	3617714
	Amount -	\$4,592